

Returning Hiring Paperwork

- Please print off this attachment in full and review all documents included
- Documents included –
 - Supplier Agreement (Fill out bottom portion, please print your name, sign your name and date the form) – Page 2
 - Attendance Policy (Review, please print your name, sign your name and date the last page. This is the only page that needs to be returned) – Pages 3-7
 - State Specific hiring forms, if any (Will vary by state but many forms will need signature)
– *These will be added as separate attachments to your email, your state may not have any further documents to complete*
- Once all forms have been printed off and signed appropriately, please include a cover page with the following title “Hiring Forms – KellyConnect Apple – **YOUR FULL NAME**” – These documents may be returned by:
 - **Please note, no jpegs or picture messages will be accepted. You must print these documents off and send via scan/email or fax. (Smart phone applications that allow you scan documents and send them are acceptable to use).**
 - Fax to 877-397-9207
 - Email to candidateprocessing@kellyservices.com

**Letter Agreement for All Suppliers Employees, Agents, Contractors and Advisors
working on the Apple Account, English**

(To Be Signed by All Supplier Employees/Advisors working on the Apple Account, and to be maintained by the Supplier)

I am an **(X)** employee or () consultant of **Kelly Services**, (hereafter referred to as "Supplier") which I understand has entered into an Agreement with Apple Inc. (Apple). I have been assigned by Supplier to provide Agreement service to Apple.

I understand and agree that my wages and all other compensation will be paid by Supplier and that Supplier will be responsible for providing any and all statutory benefits of employment, including but not limited to workers compensation insurance if applicable.

I understand and agree that I am not Apple's employee and that I am not eligible for any Apple employee benefits. I hereby agree that I will immediately notify Apple in writing if at any time I believe that I am an Apple employee or if I believe that any other statements made in this Letter Agreement are inaccurate in any way. If I fail to so notify Apple in writing of any statements in the Letter Agreement that I believe are inaccurate in any way, my failure to so notify Apple will attest to the accuracy of the statement in this Letter Agreement.

For the purposes of this Agreement, the term "Confidential Information" means all information relating to the research, development, products, methods of manufacture, trade secrets, business plans, customers, finances, and personnel data related to the business or affairs of Apple or Apples third parties. But it does not include information (a) which I knew before Apple disclosed it to me; (b) which has become publicly known through no wrongful act of Supplier; or (c) which I have developed independently, as evidenced by appropriate documentation.

I understand that in the course of performing work as a Supplier, I may learn Confidential Information. I agree not to disclose any Confidential Information and promise to take all reasonable precautions to prevent its unauthorized dissemination. Without limiting the scope of this duty, I agree to limit my distribution of Confidential Information to employees and Advisors of Supplier who have a need to know and who have signed this Agreement.

I agree not to use any Confidential Information for my own benefit or for the benefit of anyone other than Apple. Without limiting the scope of this duty, I agree not to design or manufacture any products that incorporate any Confidential Information.

I acknowledge that all Confidential Information remains the property of Apple and that no license or other rights in the Confidential Information is granted hereby. I agree to return all Confidential Information to Apple on Apples written request and, in any event, upon termination of this Agreement.

Print Name

Signature and Date

KellyConnect Attendance Guidelines

Updated April 25, 2016

It is important that all KellyConnect employees have excellent attendance. We are in a very competitive industry and each employee is vitally important to our company's ability to earn the loyalty of our current customers and to win new customers.

Schedule Adherence

You are required to be logged into all applicable systems and ready to take calls at the beginning of your shift time. However, work time begins when you begin the login process. You should not log into any Kelly or Apple systems more than five minutes prior to your shift. Lunch and break times are a part of your schedule, therefore you are required to take your lunch and breaks as designated in your schedule. Also, your shift must end according to your end time on your assigned schedule, work permitting.

If you are going to be late or absent for a shift, you must contact your KellyConnect Employee Support line at 877-617-9378 option 1. Please report any foreseeable absence no more than 24 hours prior to the start time of your shift. If 24 hours' notice is not practicable (such as a medical emergency) notice must be given to the KellyConnect Employee Support line, option 1 and direct leader.

If you need to leave work prior to the end of your scheduled shift, you must notify the KellyConnect Employee Support line at 877-617-9378 Option 1 and your team lead before leaving. In the event of an illness, provide a minimum of two hours' notice. **Being late, absent, or leaving your shift early without notice is unacceptable and may be grounds for corrective action up to and including termination.**

Schedule Adherence is calculated by the number of scheduled hours versus the number of hours the employee works. Approved time off or absences due to jury duty, work-related injuries, military leave, disability accommodations, approved Family and Medical Leave or other leaves protected by Federal, state, or local law will not be included when considering an employee's schedule adherence. Failure to meet 95% schedule adherence for any given week, will result in corrective action, up to and including termination.

Arriving to Work

Clocking in and out for your shift for the day, must be done from your own workstation. The hours you record for payment in the Webtime tracking tool will be verified against the phone login and out report. Falsifying work time or login time will result in corrective action up to and including termination.

Scheduled Time off Request

Employees must submit requests for any time off in the Workforce Scheduling System. The time off request will only be approved if scheduling allows. Requests will be approved on a first come/first serve basis. In order to have this time approved off and not incur an occurrence the advisor must meet the following requirements.

- Must be scheduled a minimum of 48 hours before in advance.
- All Employees have the option to shift swap/ or trade their shift if they cannot work a schedule day. This request must be entered into the Work Force Scheduling system. If the request meets all the required criteria, the request will be approved.
- Time off is **NOT** approved until a confirmation message is updated in the messaging system of Work Force Scheduling. You must visit the Work Force Scheduling messaging system to ensure approval. ***System automated approvals are not an actual approval.*** Employees should continue to follow the schedule as it outlined in the Workforce Scheduling System until a confirmation of approval is received.
- If the confirmation message is not received and an employee does not attend their scheduled shift, they will be considered absent and receive the appropriate occurrence regardless of any coverage for that time.
- If your request for time off was submitted on your behalf by your direct leader, please obtain a completed TAG ticket number to ensure request was submitted and the approval process has begun.

Submitting Documentation

If documentation is required, you will need to submit the appropriate documentation to KellyConnect Staff Management via email fax at 248-636-2908.
For more information about Family and Medical Leave please see the attached policy.

Occurrences

This policy measures attendance problems by “occurrence,” which can be defined in the following ways.

Absence

- An unexcused absence is defined as any unscheduled failure to report to work for a workday or shift. Absences due to jury duty, work-related injuries, military leave, disability, approved Family and Medical Leave or other leaves protected by Federal, state, or local law are not included.
- Attendance will be tracked by calendar year.
- Absences for ½ a scheduled shift or more is a full occurrence.

Technical Absence

- A technical absence is defined by an equipment failure related to the KellyConnect issued equipment. This equipment includes the following: **(iMac computer, iMac Mini, monitor and production headset).**
- Per the KellyConnect Handbook Addendum, employees are responsible to replace the following non-working equipment and should not contact the KellyConnect Helpdesk to obtain a ticket number as these issues will not be covered under a technical absence. **(iMac compatible wired mouse, wired keyboard, Ethernet cables).**
- You will need to report any technical issues to The KellyConnect Helpdesk at 877-617-9378 Option 3 at the onset of the issue.
- You must contact the KellyConnect Employee Support Hotline at 877-617-9378 option 1 to advise you are experiencing a technical issue. You will need to provide a ticket number to ensure this occurrence is counted as a technical absence. You must contact the KellyConnect Employee Support hotline every day that you are unable to work, if the technical issues continues longer than one scheduled shift. ***(Technical occurrences for the following equipment iMac computer, iMac Mini, monitor and production headset will not count against your attendance record).***

Occurrence Guidelines

Occurrences will be tracked and reviewed every 30 day calendar days.

- Due to the fast-paced nature of the program. Exceptional adherence to your outlined schedule is required. Any variation to your schedule (absence, arriving late, leaving early, not reporting for your shift) will be reviewed and may lead to disciplinary action up to and including termination.

No Call No Show

No Call No Shows will not be tolerated. It is our expectation that you will contact the KellyConnect Employee Support Hotline at 877-617-9378 option 1 for every shift that you need to miss. While we understand that unexpected incidents arise, we have provided several options to allow for schedule flexibility. The following options should be utilized during any event that would prevent you from working your schedule.

- Shift Swapping
- Shift Giving
- Flex Time Off (FTO)
- PTO Requests

Under ordinary circumstances if an employee does not call or appear to work for two (2) consecutive days without notification to the KellyConnect Employee support line, it will be considered job abandonment and the employee will be removed from their assignment with KellyConnect. Job abandonment may also result in termination of employment with Kelly Services.

Employee Acknowledgement: I have read, understand and agree to abide by the above policy. I also understand that failure to adhere to these policies may result in my removal from the work assignment or termination of my employment.

I understand that nothing contained in this policy or in any other materials or information distributed by Kelly Services or Customer alters the at-will nature of my employment. This means that employment can be terminated for any reason, with or without cause or notice at any time at the option of either Kelly or the employee, subject to applicable laws. Kelly reserves the right to change the terms and conditions of employment with or without cause or notice at any time, subject to applicable laws. This Handbook is not intended to constitute a contract of employment or continued employment and no Kelly representative has the authority to guarantee employment for any specific period of time or to make any agreement contrary to the foregoing (with the written exception of Kelly's President and CEO).

Name of Employee (Printed)

Signature of Employee

Date